

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ORIGINAL

Illinois Commerce Commission  
527 East Capitol Avenue  
Post Office Box 19280  
Springfield, Illinois 62794-9280

Regarding a complaint

by Donald L. Bertelle

(Person making the complaint)

against Ameritech

(Utility name)

as to improper installation of residential telephone line

and repeated refusal to repair same.

in Chicago (Reason for complaint)

Illinois.

For Commission Use Only:

Case 00-0473

RECEIVED

JUN 22 2000

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

79 West Monroe St., Suite 1110, Chicago IL 60603-4908

My mailing address is

2025 W. Grand Ave., Chicago IL 60612

The service address that I am complaining about is

My home telephone number is 312 226-8885

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 312 201-8885

AMERITECH CORPORATION

(Full name of utility company)

(respondent) is a public utility and is subject to the provisions of

the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

Ameritech is required to provide service to all customers. Implicit in that requirement is the requirement that it do so correctly and properly. If needed, a specific rule or statutory basis will be provided.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? XX Yes      No

Has your complaint filed with that office been closed? XX Yes      No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1. My residential phone line (312-226-8885) is improperly installed, utilizing approximately 70' of line (grey) designed and manufactured for inside use on the outside of my building.
2. This has caused problems since I purchased the building and had service connected in 1994; see copy of letter to Richard C. Noteaert dated 12/4/98.
3. My telephone is currently not working, and the reason is the grey indoor line extending on the outside of my building from the alley to the front; that line has apparently become weathered or affected in some way by the elements.
4. Ameritech refuses to acknowledge the improper installation.

Please clearly state what you want the Commission to do in this case.

Ameritech should properly install my residential telephone service, with outdoor lines used outdoors and indoor lines used indoors.

Date:

June 19, 2000  
(Month, day, and year)

Complainant's signature

*Donald L. Bertelle*

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

Donald L. Bertelle (312) 201-8885  
79 W. Monroe St., Suite 1110  
Chicago IL 60603

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must watch you fill out this part of the form.

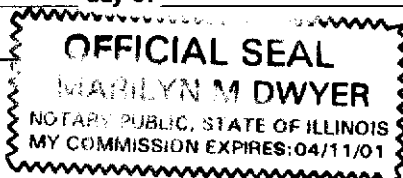
I, Donald L. Bertelle, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

*Donald L. Bertelle*

(Signature)

Subscribed and sworn/affirmed to before me this 19th day of June, 19 2000.

*Marilyn M. Dwyer*  
Notary Public, Illinois



NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.

cc207/07